

## Claims

What is claimed is:

1. A method of improving records of inventory at a facility, comprising:
  - assessing a plurality of current inventory records associated with the facility;
  - responsively identifying at least one discrepancy in at least one of the current inventory records;
  - resolving the at least one discrepancy;
  - identifying at least one characteristic associated with the at least one inventory record; and,
  - modifying the at least one characteristic in response to the discrepancy.
2. A method, as set forth in claim 1, further comprising the steps of:
  - identifying at least one deficiency in the current inventory records which resulted in the at least one discrepancy; and,
  - establishing a plan to correct the at least one deficiency, the plan including specific changes to current inventory practices.
3. A method, as set forth in claim 1, wherein the step of modifying the at least one characteristic includes one of adjusting and adding the at least one characteristic to the at least one inventory record.
4. A method, as set forth in claim 1, wherein the step of establishing a plan includes the step of reviewing an inventory process of the facility.
5. A method, as set forth in claim 4, wherein the plan includes the step of improving an inventory practice.
6. A method, as set forth in claim 4, wherein the plan includes the step of improving an inventory methodology.

7. A method, as set forth in claim 4, wherein the inventory process is a receiving process.

8. A method, as set forth in claim 1, wherein the step of assessing current inventory records includes the step of performing a warehouse audit.

9. A method, as set forth in claim 1, wherein the step of assessing current inventory records includes the step of performing a location audit.

10. A method, as set forth in claim 1, wherein the step of assessing current inventory records includes the step of performing a statistical test count.

11. A method, as set forth in claim 10, wherein the step of performing a statistical test count includes the steps of:

- defining a population of inventory items to count, the population of inventory items to count being less than a total number of inventory items;
- counting the population of inventory items;
- comparing the count with an inventory record; and,
- extrapolating the comparison to the total number of inventory items to achieve an inventory count.

12. A method of improving records of inventory associated with a facility, comprising:

- assessing a plurality of current inventory records at the facility using a statistical test count process;

- delivering training to one or more workers associated with the facility;

- performing location audits;
- implementing inventory check processes as a result of the location audits;

- auditing adherence to desired processes; and,

meeting with the managers for periodic followup.

13. A method, as set forth in claim 12, wherein the step of delivering training includes at least one of the steps of:

- delivering awareness training to managers of the facility;
- delivering awareness training to employees of the facility;
- delivering stock count coordinator training to stock count coordinators;

14. A method, as set forth in claim 12, wherein the step of performing location audits is performed at predetermined locations.

15. A method, as set forth in claim 12, wherein the step of meeting with the managers for periodic followup occurs on a daily basis.

16. A method, as set forth in claim 15, wherein the step of meeting with the managers for periodic following includes the steps of:

- presenting results of the adherence audits;
- determining re-training needs;
- reviewing goals; and,
- performing an analysis of areas within the facility at below than acceptable standards.

17. A method, as set forth in claim 12, wherein the step of performing a statistical test count includes the steps of:

- defining a population of inventory items to count, the population of inventory items to count being less than a total number of inventory items;
- counting the population of inventory items;
- comparing the count with an inventory record; and,
- extrapolating the comparison to the total number of inventory items to achieve an inventory count.

18. A method of improving records of inventory associated with a facility, comprising:

stabilizing current inventory;  
identifying and recovering lost inventory; and,  
assessing current inventory processes; and,  
improving the current inventory processes as a function of the assessment.

19. A method, as set forth in claim 18, wherein the step of assessing current inventory processes includes the step of assessing current inventory recording processes.

20. A method, as set forth in claim 18, wherein the step of improving the current inventory processes includes at least one of the steps of:

modifying existing inventory processes; and,  
adding inventory processes.

21. A method, as set forth in claim 18, wherein the step of stabilizing current inventory processes includes the step of identifying at least one factor contributing to inventory recording problems.

22. A method, as set forth in claim 21, wherein the step of stabilizing current inventory recording processes further includes the step of fixing the at least one factor.

23. A method, as set forth in claim 18, wherein the step of improving current inventory recording processes includes the steps of reducing the effect of the at least one factor.

24. A method, as set in claim 18, wherein the at least one factor includes problems contributing to inventory recording problems.

25. A method, as set forth in claim 18, wherein the at least one factor includes processes contributing to inventory recording problems.

26. A method, as set forth in claim 18, wherein the at least one factor includes at least one problem and at least one process contributing to inventory recording problems.

27. A method, as set forth in claim 18, wherein the step of improving the current inventory processes includes the steps of:

establishing a desired performance metric associated with at least one of the processes; and

comparing an actual performance with said desired performance metric.

28. A method, as set forth in claim 27, wherein the step of improving the current inventory processes includes the steps of:

modifying at least one process in response to said comparison.

29. A method, as set forth in claim 18, further comprising the step of:

Organizing said inventory using one of a classification process and a stratification process.

30. A method for analyzing claims related to inventory associated with a facility, comprising:

receiving the claim;

analyzing the claim in view of a characteristic of the inventory;

and,

accepting or denying the claim based on the analysis of the characteristic.

31. A method, as set forth in claim 30, wherein the claim is associated with an external party and the characteristic of the inventory is associated with the external party.